



Shorewood Library Board of Trustees

March 12, 2014 – **Approved Minutes**

Members Present: Jean Gurney, Patrick Linnane, Theresa Weingrod, India McCanse, Mariann Maris

Others Present: Joseph Rice - Assistant Director, and Angela Andre - Administrative Assistant, (for first agenda item only: Nancy Shimon – Librarian, Susan Lyles – Library Associate, Nathan Brain – Senior Library Clerk)

Call to Order: The meeting of the Shorewood Library Board of Trustees was called to order by President Maris at 5:00 p.m. in the Friends' Room of the Shorewood Library.

Statement of Public Notice: Ms. Andre stated that the meeting had been posted and noticed according to law. There were no citizens to be heard on items not on the agenda.

Consent Agenda: Ms. McCanse motioned for approval of the entire consent agenda, seconded by Mr. Linnane and this passed unanimously. Ms. Gurney asked for a correction to the February minutes – she was not present to call that meeting to order.

LEAN Project Presentation

The Village of Shorewood initiated this project with the intent of improving efficiency in each department. Teams attended meetings led by an expert from Waukesha Technical College at which they received assignments that applied the LEAN process to their chosen area of examination. The LEAN team for the library consisted of Nancy Shimon – Librarian, Susan Lyles – Library Associate, Nathan Brain – Senior Library Clerk, and Joe Rice – Assistant Director. They chose to examine the materials processing aspect of library operations because every staff member has some involvement in that enterprise. They decided that their measure of the process would be the time it takes to get an item from receipt to library shelf for check-out.

As illustrated in their power point presentation, the team:

- examined workspace organization at present and explored options for better efficiency;
- created forms and collected data, tweaking the form along the way;
- did a root cause analysis;
- had a brainstorming session for staff input (a process they thought should have been done at the beginning of analysis);
- used the data to create a decision matrix;
- implemented some suggestions immediately and determined steps to take for those changes that were more complex ;

In the end, the changes they put in place helped to shorten the time for an item (particularly a book on CD) to go from delivery to shelf from two weeks to two days.

As Mr. Brain reported, the lessons learned from the exercise were:

- that the process encouraged input and generated enthusiasm amongst staff;
- emphasized the importance of measurement standards;
- confirmed that staff input is important in evaluating a process because they have daily involvement;

- that coffee and preparedness are essential elements to keep people engaged in the process

President Maris asked why they chose the processing procedure to examine and Mr. Rice answered that to start out with they needed to gather data to determine if the process needed to be leaner and they were curious about the results. Ms. Shimon added that processing items is one of the few tasks that involves nearly every staff member at some point.

Ms. Weinstrop commented on the importance of their finding in terms of highlighting foundational concepts

Mr. Linnane commended the team on their work and asked that their Power Point presentation be forwarded to the Trustees

Ms. McCanse asked if there were plans to publicize the team's findings in order to show the public that library efficiency is being addressed and improvements made. She sees value in promoting the amount of time it takes to process a library item as a way to inform and include the public. Ms. Maris suggested creating a video of some of the behind the scene processes of the library or of specific processes involved around things that patrons have complained about. (videos illustrating measurement and displaying success) Ms. Weinstrop emphasized the power of data in responding to the public's complaints or questions – it aids patrons and engages them (being transparent)

Planning Committee Report

At their meeting, Mr. Linnane, Director Carey, and Ms. McCanse examined the survey answers in detail and produced an outline of their findings. The document noted both the main areas of consideration and the items that, although mentioned less often, the committee still deemed worth exploring further. Ms. McCanse has since edited the document and stated that she will share the updated information with the Board via email.

Friends of the Shorewood Library Liaison Report

Ms. Gurney reported that according to Library staff, the Friends' special two for one audio visual media sale is a great success.

She also reports that a committee has been formed to examine the possibility of another 'Shorewood Reads'. The event, if held, will be scheduled for March 2015.

Other Informational Items

Trustee Handbook –Chapter 18 – Library Board Appointments and Composition

On this topic, Director Carey noted that she believes the systems' staff goes above and beyond with the reports that they provide to member libraries.

Action Items

- Computer Filter Discussion
- Survey/Planning Staff Input Report
- Auermiller Update
- Director Salary Review

Adjournment: Mr. Linnane motioned; Ms. McCanse seconded, and the Board unanimously agreed to adjourn at 6:25 p.m. Recorded by Angela Andre, Administrative Assistant and submitted by Beth Carey, Director of Library Services.

